

# Summary of Operations

## 2017



# Executive Summary



The Public Utilities Department is pleased to submit the 2017 Annual Summary of Operations. This report details the department's actions over the last year and our efforts by proudly working together to provide quality utility services for our customers.

In 2017 the Department delivered 24,029 acre-feet of water to our customers, 64% of it going to residential customers. The Department continues to have a good blend of excellent water coming from multiple sources. Over the last year, 97% of our water came from our surface water sources with the other 3% coming from our groundwater wells.

There were 89 water line breaks this past year. This is a 10 year high for us and indicated infrastructure repairs are needed. The Division had 25,544 connections in 2017, which, is flattening out after years of increasing. The number of connections has increased from the 24,872 connections in 2010.

The water distribution division received a higher than perfect score on the State of Utah annual sanitary survey in 2017. This is a rare and remarkable achievement that speaks to the care our employees take in providing a high quality and safe water supply.

Our storm water division continued to protect the city from flooding and kept our system clean to protect our streams. They cleaned 15,513 miles of pipe and removed 670 truckloads of waste from our storm water system.

Street lighting is an important part of safety in our community. The Department maintains over 8,126 lights throughout the community and in 2017 made 851 street light repairs. The most common problems include: bulbs burnt out or missing, lights cycling and underground cable repairs. We depend on the public to notify us when a light is out and perform daily audits during early morning hours to find lights that are not functioning properly. To better improve our street lighting coverage a Street Light Master Plan was completed in 2013 to provide guidance on the best method to enhance and maintain our street lighting service. In 2017, projects continued on installing lights in the areas identified in our Street Light Master Plan. We are also replacing current lights with more efficient LED lights when they fail. Currently, 1438 of the city's street lights (17.2 %) are high efficiency LED.

Safety is one of the Department's six main values and is purposely listed first out of those six. We put a lot of effort into making sure our employees wear their safety gear and drive safely. The Department had six OSHA injury cases in 2017, none of which resulted in lost work time.

Our garden fairs at Sego Lily Gardens continue to be a success. We continue to have the Wild Wonders animal show at our event to help draw children with their parents to the fair. Children learn how important water is to animals and the adults are able to learn a little about water wise plants and irrigation systems. We continued with a butterfly release event this year and it was again a success. This event brought a significant amount of visitors and we hope to have many of those visitors return.

In 2017, our total visitors were 3,782 which is a decrease from the prior year, mainly due to limiting the attendance at the butterfly release. We had visitors from school, church and artist groups. We also had multiple families take their family photos at the Garden. This is a common event at the Garden as our

backdrops are very beautiful for photography. This is a compliment to how well maintained and enjoyable the garden is for our community.

Four Sandy elementary schools joined us at the zoo this year for the annual Water Quality Fair to learn about water related issues. Sandy has served as one of the Project Managers for this event since it's inception in 2006. The attendance was at 2,580 in 2017. Sandy distributes fliers to all Sandy schools each year as a reminder for the event and encouragement to attend. Each year teachers continue to comment on how educational and enjoyable this event is for their students. Children are able to enjoy the zoo while learning about water, which fits into their core curriculum for 4th graders. The staff at the fair works hard each year to improve upon this event for the attendees. Our plan adjusts each year as the zoo grows and our event is shuffled around the zoo to accommodate new venues. A consistent comment that is made about the event is about how much they appreciate how easy we make it for the chaperones and teachers so they can focus on the children and visit the booths since they don't need to worry about entrance, exit and lunch arrangements. This event continues to be well attended each year and allows us to reach out to children throughout Sandy and Salt Lake County to educate them on storm water, which helps us to achieve our UPDES education and outreach requirements.

As a Department we accomplished a lot in 2017. We intend to do better in 2018. We have great support from the Public Utilities Advisory Board, the Administration and the City Council. With their help, we will continue to provide quality utility services for our customers.

Each year we have volunteers assist us in our maintenance efforts at the garden. Our volunteers help us to keep the garden in great shape. Volunteers worked over 258 hours assisting in all types of projects throughout the year from weeding, trimming and adding mulch. Many of our volunteers return year after year because they enjoy the environment at Sego Lily Gardens.

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Note: All data reported in Calendar Year time period with the exception of the Budget Summary which is reported in a Fiscal Year time period.



# Public Utilities Vision



**PROUDLY WORKING TOGETHER TO PROVIDE QUALITY UTILITY SERVICES  
FOR OUR CUSTOMERS**

## VALUES

**SAFETY** — We are committed to safety by protecting the lives and resources of our employees and customers. We will provide training, tools and equipment to promote safety as a way of life.

**EFFECTIVENESS** — We are committed to providing dependable, cost effective services that meet the needs of our customers through the use of modern technology and infrastructure, now and in the future.

**EFFICIENCY** - We are committed to providing maximum use of resources through evaluation of the best balance of cost and benefit while measuring progress to maintain long term sustainability.

**INTEGRITY** — We promote integrity by being honest, being accurate in the work we perform and becoming more knowledgeable in our area of responsibility.

**RESPONSIVENESS** — We will be prepared to respond in a timely, courteous and professional manner.

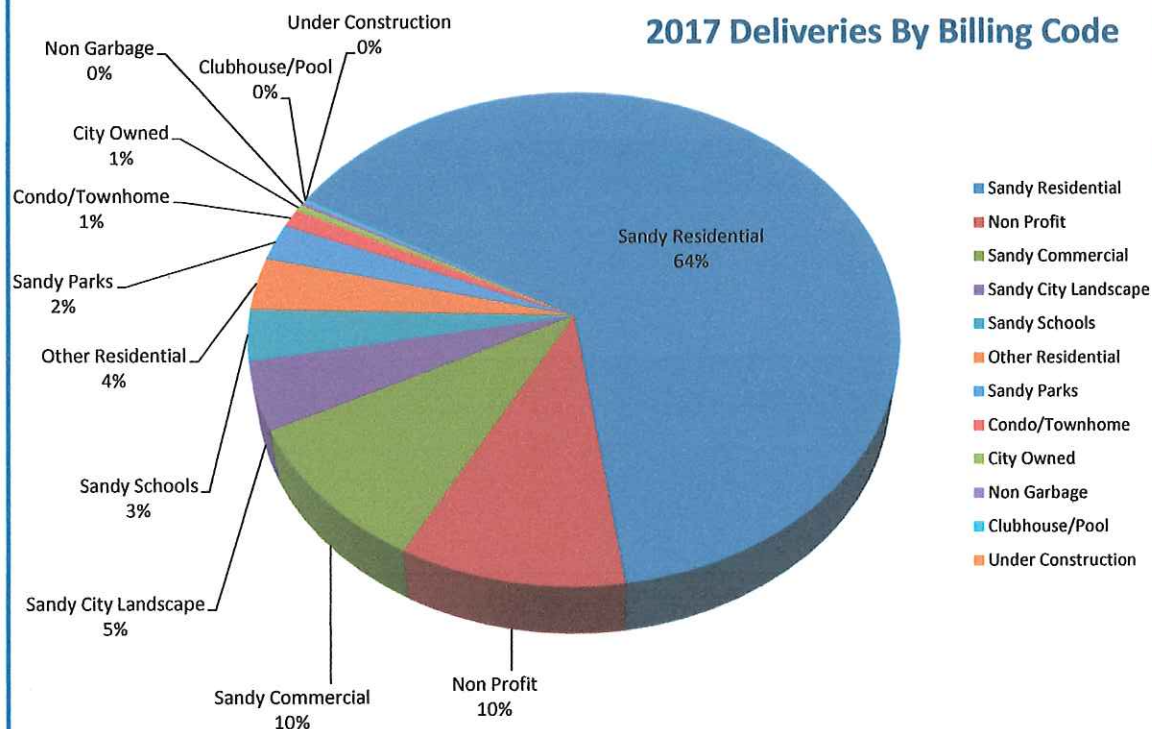
**TEAM WORK** — We are a team with individual strengths. We are committed to listen, respect, trust, value, and support each other in achieving common goals. We strive to enhance employee self worth and job skills.

# Deliveries



Billing Code	Billing Units	Gallons	Acre Ft	% of Total
Sandy Residential	5,039,579	5,039,578,660	15,466	64.36%
Non Profit	807,146	807,145,580	2,477	10.31%
Sandy Commercial	753,212	753,211,520	2,312	9.62%
Sandy City Landscape	352,513	352,512,730	1,082	4.50%
Sandy Schools	261,000	260,999,630	801	3.33%
Other Residential	266,669	266,668,620	818	3.41%
Sandy Parks	188,126	188,125,780	577	2.40%
Condo/Townhome	90,735	90,735,480	278	1.16%
City Owned	35,017	35,017,000	107	0.45%
Non Garbage	20,155	20,154,550	62	0.26%
Clubhouse/Pool	15,717	15,717,460	48	0.20%
Under Construction	1	940	0	0.00%
<b>Total</b>	<b>7,829,868</b>	<b>7,829,867,950</b>	<b>24,029</b>	<b>100.00%</b>

2017 Deliveries By Billing Code

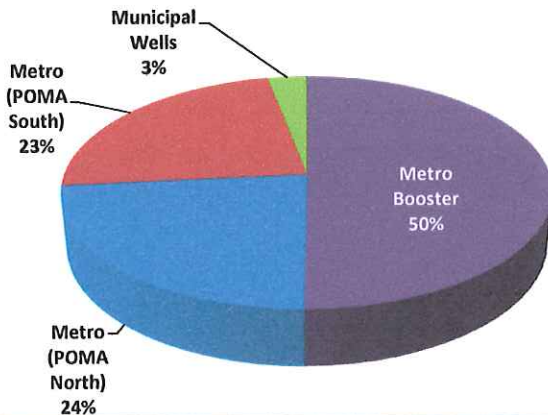


# Water Source Supplies

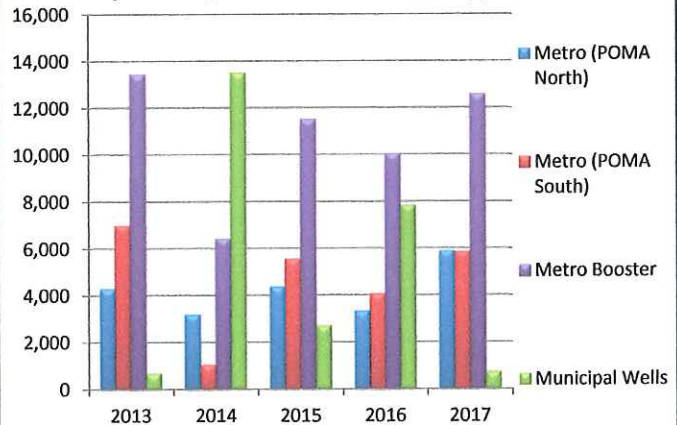


Municipal & Industrial Water Supplies	CY 2103 (AF)	CY 2104 (AF)	CY 2105 (AF)	CY 2106 (AF)	CY 2107 (AF)	5 Year Avg.	
Metro Booster	13,443	6,430	11,518	10,047	12,592	10,806	43%
Metro (POMA North)	4,299	3,193	4,393	3,343	5,884	4,222	17%
Metro (POMA South)	7,006	1,060	5,564	4,079	5,869	4,715	19%
Municipal Wells	694	13,497	2,724	7,842	749	5,101	21%
<b>Total Acre Footage Supplied</b>	<b>25,442</b>	<b>24,180</b>	<b>24,199</b>	<b>25,310</b>	<b>25,094</b>	<b>24,845</b>	<b>100%</b>

**Water Sources 2017**

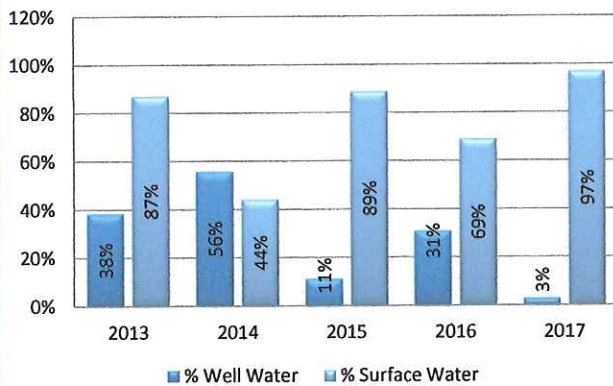


**5 year Comparison Water Sources Supplies**

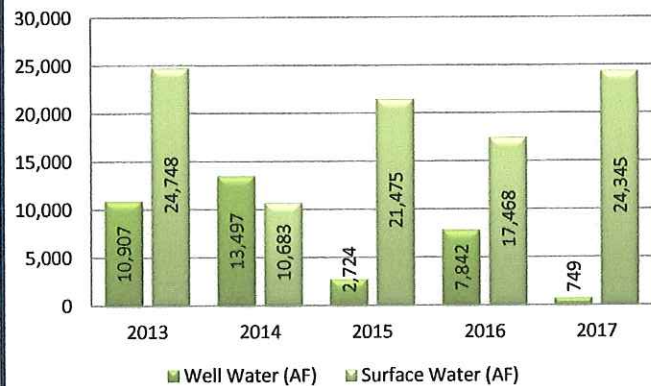


	Well Water (AF)	% Well Water	Surface Water (AF)	% Surface Water	Annual Total (AF)
2013	10,907	38%	24,748	87%	28,440
2014	13,497	56%	10,683	44%	24,180
2015	2,724	11%	21,475	89%	24,199
2016	7,842	31%	17,468	69%	25,310
2017	749	3%	24,345	97%	25,094

**Well Water - Surface Water Annual Percentage**



**Well Water - Surface Water Annual Volume**





# Consumption and Bill Data

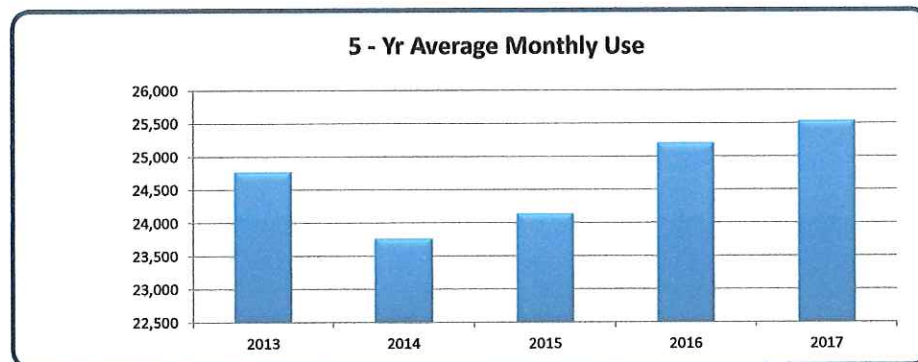


Water Rate Structure (Overage costs = Per 1,000 gallons )							
		2013	2014	2015	2016	2017	Block Tier Rates
	Off season overage (Oct-Apr)	\$1.43	\$1.43	\$1.43	*****	*****	
	Peak season overage (May-Sep)	\$2.42	\$2.42	\$2.42	*****	*****	Block 1 \$1.56
Monthly Minimum Base Rate	3/4"	\$20.40	\$20.40	\$20.40	\$11.74	\$13.74	Block 2 \$2.41
	1"	\$27.63	\$27.63	\$27.63	\$15.89	\$17.89	Block 3 \$2.84
	1 1/2"	\$34.85	\$34.85	\$34.85	\$20.04	\$22.04	Block 4 \$3.26
	2"	\$54.71	\$54.71	\$54.71	\$31.45	\$33.45	
	3"	\$200.96	\$200.96	\$200.96	\$115.47	\$117.47	
	4"	\$255.13	\$255.13	\$255.13	\$146.58	\$148.58	
	6"	\$381.51	\$381.51	\$381.51	\$219.19	\$221.19	
	8"	\$525.96	\$525.96	\$525.96	\$302.18	\$304.18	
	10"	\$724.57	\$724.57	\$724.57	\$416.28	\$418.28	

Day and Per Capita Consumption					
	Annual Consumption	Annual Gallons Per Capita	Annual Consumption (acre-feet)	GPD	GPD per Capita
2013	7,477,646,610	86,919	22,948	20,486,703	238
2014	7,211,673,544	83,092	22,132	19,758,010	228
2015	7,393,299,410	81,566	22,689	20,255,615	223
2016	7,745,441,870	84,221	23,770	21,220,389	231
2017	7,829,867,950	84,463	24,029	21,451,693	231

Average Water Bill					
	Connections	Annual Water Revenue	Avg. Annual Bill	Avg. Monthly bill	Avg. Monthly Use ( gallons)
2013	25,153	\$21,280,645	\$846.05	\$70.50	24,774
2014	25,288	\$19,770,510	\$781.81	\$65.15	23,765
2015	25,517	\$18,432,555	\$722.36	\$60.20	24,145
2016	25,607	\$19,991,007	\$780.69	\$65.06	25,206
2017	25,544	\$22,262,800	\$871.55	\$72.63	25,544

Service Population	
2013	86,030
2014	86,791
2015	90,642
2016	91,966
2017	92,702





# Budget Summary

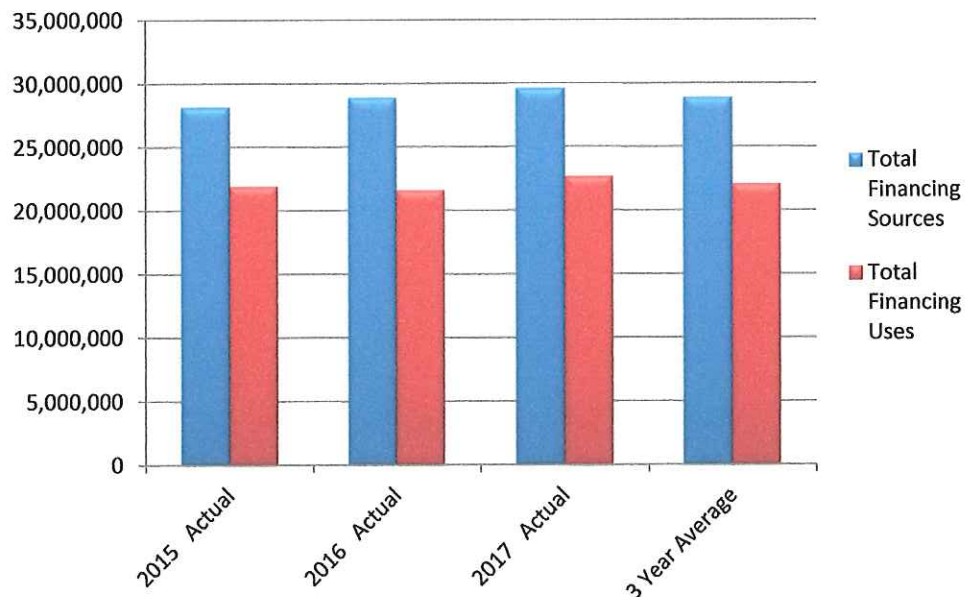
Fiscal Year



Water Fund	2015 Actual	2016 Actual	2017 Actual	3 Year Average
<b>Financing Sources:</b>				
Charges for Sales & Services	18,655,969	20,201,364	22,471,627	20,442,987
Miscellaneous Revenue	419,859	399,167	325,028	381,351
Fees from Developers	492,375	689,095	427,944	536,471
Other Income	798,154	41,374	73,292	304,273
Transfer from Reserves	7,792,400	7,566,791	6,298,850	7,219,347
<b>Total Financing Sources</b>	<b>28,158,757</b>	<b>28,897,791</b>	<b>29,596,740</b>	<b>28,884,429</b>

<b>Financing Uses:</b>				
Personnel Services	1,889,969	1,941,101	2,039,064	1,956,711
Materials & Supplies	592,742	415,511	601,152	536,468
External Services	354,920	382,867	391,195	376,327
Internal Services	1,545,729	1,553,524	1,497,063	1,532,105
Cost of Sales & Services	6,348,712	7,319,442	7,925,570	7,197,908
Equipment and Improvements	16,849	23,940	5,215	15,335
Capitalized Labor	1,104,523	1,084,868	1,146,729	1,112,040
Capitalized Material & Supplies	2,563	2,348	2,389	2,433
Capitalized Internal Services	53,372	163,740	91,444	102,852
Capital Outlays	8,437,568	7,135,001	7,419,117	7,663,895
Debt Service	1,574,835	1,581,818	1,562,107	1,572,920
<b>Total Financing Uses</b>	<b>21,921,782</b>	<b>21,604,160</b>	<b>22,681,045</b>	<b>22,068,996</b>

## 3 - Year Water Fund Summary



# Budget Summary

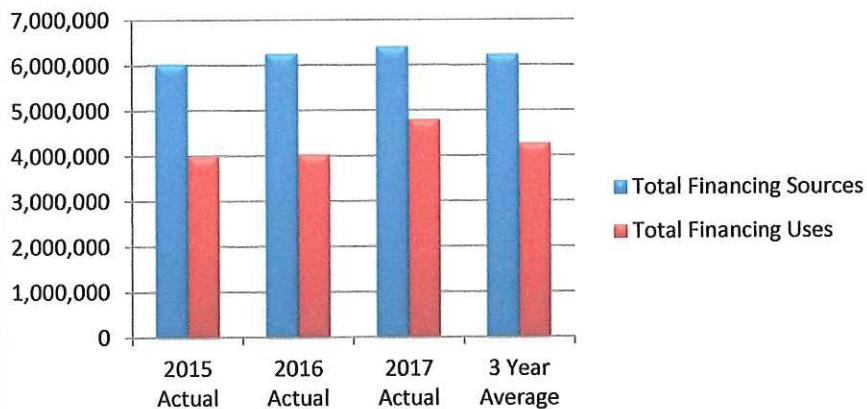
Fiscal Year



Storm Water Fund	2015 Actual	2016 Actual	2017 Actual	3 Year Average
<b>Financing Sources:</b>				
Charges for Sales & Services	3,752,443	3,807,768	3,944,411	3,834,874
Miscellaneous Revenue	3,671	16,772	10,475	10,306
Fees from Developers	330,242	377,309	236,652	314,734
Other Income	18,820	2,425	2,460	7,902
Transfer from Reserves	1,929,086	2,050,661	2,216,761	2,065,502
<b>Total Financing Sources</b>	<b>6,034,262</b>	<b>6,254,935</b>	<b>6,410,758</b>	<b>6,233,318</b>

<b>Financing Uses:</b>				
Personnel Services	816,175	841,798	852,747	836,907
Materials & Supplies	145,151	183,439	178,246	168,945
External Services	6,112	12,237	10,737	9,695
Internal Services	187,348	207,957	226,770	207,358
Cost of Sales & Services	11,125	11,125	11,336	11,195
Equipment and Improvements	19,049	0	1,862	6,970
Capitalized Labor	319,032	328,424	344,419	330,625
Capitalized Material & Supplies	29,447	30,222	29,747	29,805
Capitalized Internal Services	186,425	148,784	242,391	192,533
Capital Outlays	832,845	828,114	1,359,174	1,006,711
Debt Service	1,430,892	1,446,076	1,541,972	1,472,980
<b>Total Financing Uses</b>	<b>3,983,601</b>	<b>4,038,176</b>	<b>4,799,401</b>	<b>4,273,726</b>

## 3 - Year Storm Water Fund Summary





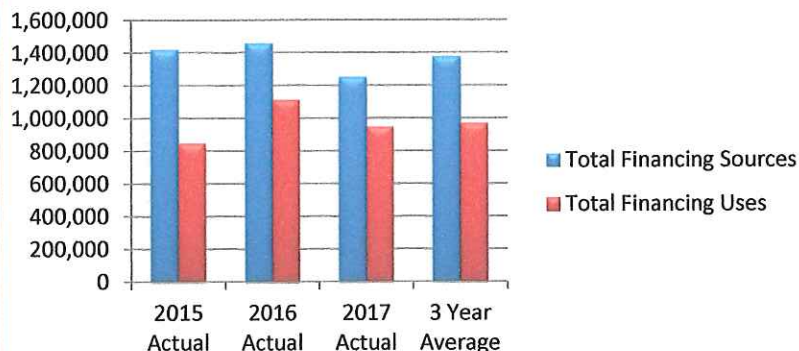
# Budget Summary

Fiscal Year



Street Light Fund	2015 Actual	2016 Actual	2017 Actual	3 Year Average
<b>Financing Sources:</b>				
Interest Income	2,560	3,581	3,110	3,084
Miscellaneous Fees	27,167	0	0	9,056
Utility Retail Sales	865,952	875,890	892,260	878,034
Collection Charges	20	0	0	7
Other Income	10,731	5,587	8,501	8,273
Transfer In - General Fund	355,000	0	0	118,333
Prior Year Carryover	157,314	571,939	346,908	358,720
<b>Total Financing Sources</b>	<b>1,418,744</b>	<b>1,456,997</b>	<b>1,250,778</b>	<b>1,375,506</b>
<b>Financing Uses:</b>				
Regular Pay	120,999	127,288	131,255	126,514
Overtime/Gap	194	93	189	159
On Call Pay	15	15	20	17
Variable Benefits	26,395	27,910	29,390	27,898
Fixed Benefits	27,260	27,821	28,902	27,994
Retiree Health Benefit	0	757	20	259
Uniform Allowance	441	441	441	441
Training	0	47	0	16
Office Supplies			0	0
Uniforms	741	545	568	618
Safety Supplies	0	1,242	1,082	775
Miscellaneous Supplies	8,227	13,316	7,348	9,630
Telephone	4,225	3,846	2,590	3,554
Street Lighting	384,077	393,406	399,793	392,425
Street Light Maintenance	47,881	65,700	71,718	61,766
UCAN Charges	848	848	848	848
Administrative Charges	0	22,303	42,046	21,450
IT Charges	10,500	9,567	9,652	9,906
Risk Management Charges	711	717	857	762
Fleet Repair Fund			0	0
Fleet O&M	19,941	13,535	14,343	15,940
Equipment	619	0	0	206
Fleet Purchases	12,709	0	0	4,236
Street Light Projects	181,022	400,693	206,201	262,639
<b>Total Financing Uses</b>	<b>846,805</b>	<b>1,110,090</b>	<b>947,262</b>	<b>968,052</b>

**3 - Year Street Light Fund Summary**



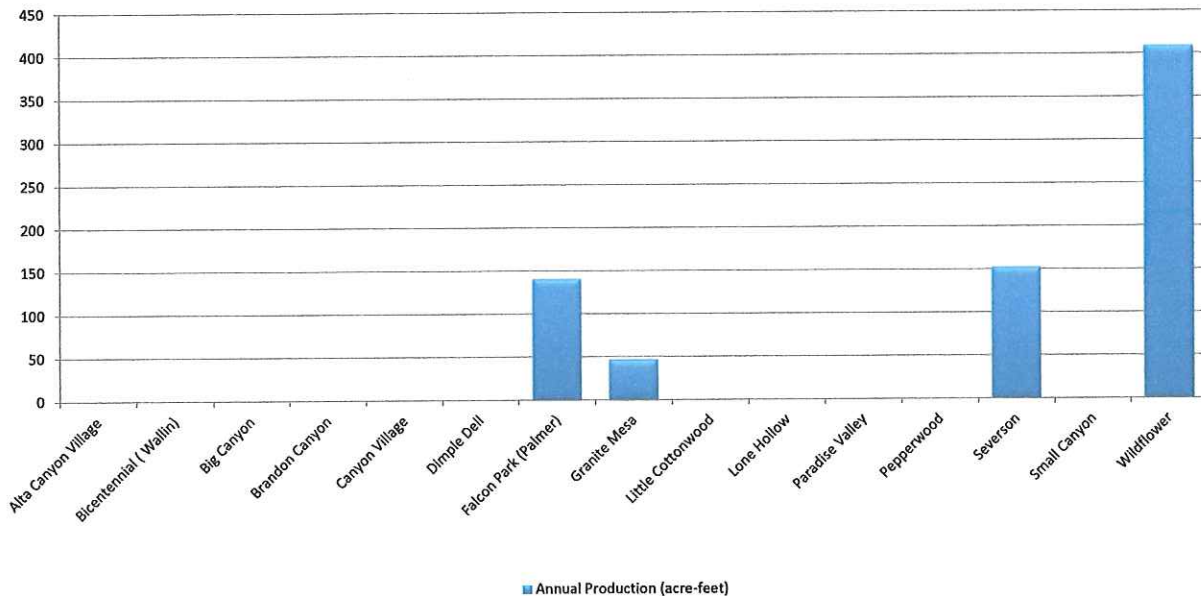


# Distribution



Active Wells 2017						
Name	Location	Well Capacity (gpm)	Well Condition	Zone Pressure	Horse Power	Annual Production (acre-feet)
Alta Canyon Village	2010 E. Village Point Wy. (9215 S.)	2,000	Good	111	500	0
Bicentennial ( Wallin)	590 East 8680 South	3,000	Fair	N/A	450	0
Big Canyon	3775 Little Cottonwood Rd. (9800 S.)	1,000	Fair	150	75	0
Brandon Canyon	1900 E. 11450 S.	800	Good	110	250	0
Canyon Village	1822 E. Southbridge Way (9150 S.)	1,800	Good	140	450	0
Dimple Dell	2000 E. 10600 S.	4,000	Excellent	110	1,250	0
Falcon Park (Palmer)	9140 S. Sterling Dr. 1700 E.)	2,000	Under Repair	160	400	141
Granite Mesa	8800 S. 1200 E.	1,200	Good	80	250	47
Little Cottonwood	7900 S. Highland Dr. (2000 E.)	1,750	Good	140	400	0
Lone Hollow	2700 E. Lone Hollow Dr. (10900 S.)	1,550	Excellent	150	600	0
Paradise Valley	1900 E. 11100 S.	2,000	Excellent	120	600	0
Pepperwood	10800 S. 2200 E.	2,800	Good	150	1,000	0
Severson	8396 S. Grambling Way	3,000	Excellent	60	500	152
Small Canyon	9750 S. 3775 E.	600	Good	150	40	0
Wildflower	9895 S. Wildflower Rd. (1835 E.)	2,000	Good	112	500	409
Total Annual Production						749

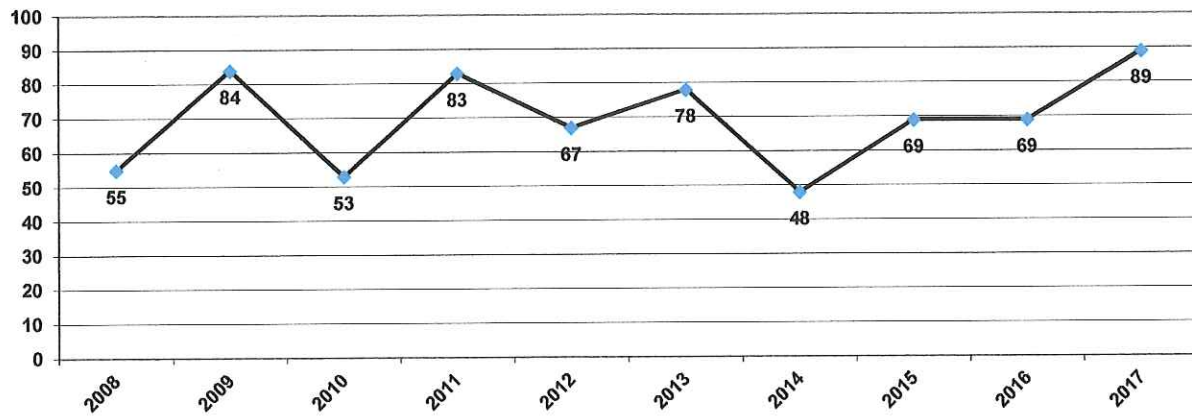
**2017 Municipal Wells Production**



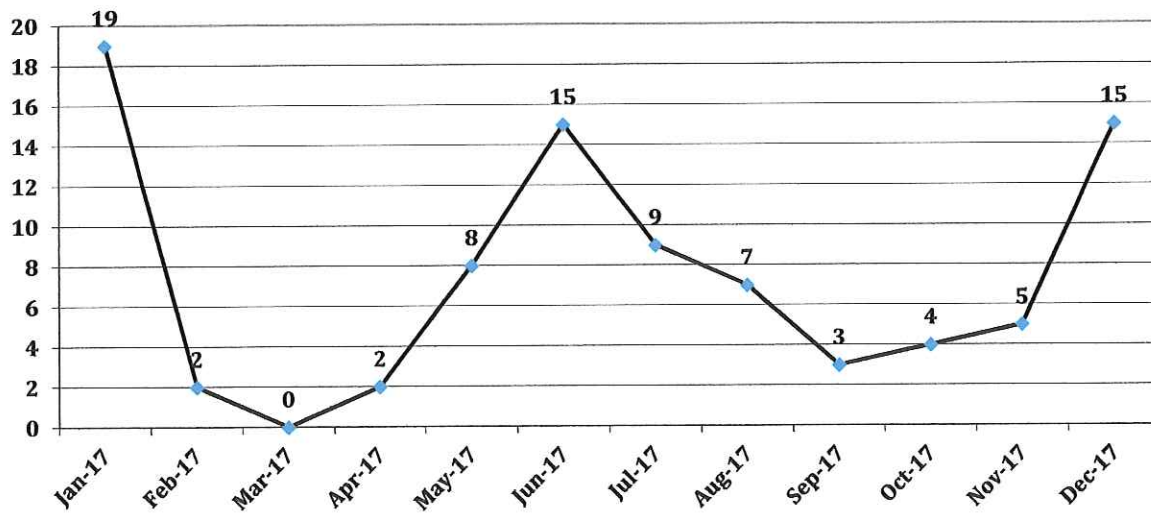
# Main Line Breaks



## 10 - Year Main Line Pipe Break History



## 2017 Main Line Pipe Breaks - 89 Total



# Storage Tanks



Pressure Zone	Tank	Location	Construction		Year & Condition
			Capacity (mg)	Type	
1	A-1	9600 S. 3800 E.	0.65	Concrete	1982 - Good
1	High Bench	11100 S. 3400 E.	4.5	Concrete	1998 - Good
2	Granite	3500 E. 9800 S.	5.0	Concrete	2009 - Excellent
2	Pepperwood	11400 S. 3100 E.	3.0	Concrete	2014 - Excellent
3	Hand	9800 S. 2600 E.	4.0	Concrete	1979 - Good
3	Southeast	11700 S. 2520 E.	4.0	Concrete	1984 - Good
4	Flat Iron West	8426 S. 1755 E.	2.0	Steel	1970 - Poor
4	New Flat Iron	8427 S. 1755 E.	4.0	Concrete	2018 - Under Construction
5	Zone 5	10500 S. 1500 E.	8.0	Concrete	1990 - Good
6	Granite Mesa	3560 E. Little Cottonwood Road	3.0	Concrete	1979 - Fair
			38.15		





# Booster Stations



BOOSTER NAME	LOCATION	DESIGN (GPM)	CAPACITY (MGD)	ZONE	PUMP SIZE IN (HP)	PUMP TYPE
A-1 BOOSTER	3560 East Little Cottonwood Rd.	1,000	4.3	1 AND 1-B	100	LINE SHAFT
BOOSTER #1	9800 S. 2335 E.	4,500	6.4	2	200	LINE SHAFT
BOOSTER #2	9335 S. 2750 E.	1,500	2.2	3	75	LINE SHAFT
GRANITE MESA	8870 S. 1160 E.	2,500	3.6	4	100	LINE SHAFT
HIGH BENCH	10845 S. Wasatch Blvd.	6,000	8.6	1	350	LINE SHAFT
METRO BOOSTER	3100 E. 9300 S.	12,520	18.0	2 / 3	200 / 300	LINE SHAFT
FALCON PARK	9140 S. Sterling Dr. 1700 E	2,100	3.0	3	100 / 200	LINE SHAFT
PEPPERWOOD	11739 S. Hidden Brook Blvd.	6,000	8.64	2	300	LINE SHAFT

# Safety



Calendar Year	Avg # of Employees	Number of Employee Hours Worked <sup>a</sup>	Workers Compensation Claims				Days of Restricted Work	Total Incurred Costs of Workers Comp. Claims
			Lost Work Day Cases <sup>b</sup>	Cases w/o Lost Work Days <sup>c</sup>	Total Cases	Total Lost Work Days <sup>d</sup>		
2009	65	119,600	2	0	2	79	180	\$ 24,971
2010	53	97,520	0	5	5	0	45	\$ 14,769
2011	57	104,880	0	3	3	0	0	\$ 7,411
2012	58	106,720	0	4	4	0	6	\$ 1,643
2013	63	115,920	0	2	2	0	0	\$ 231
2014	58	106,720	0	9	9	68	68	\$ 4,305
2015	64	117,760	0	3	3	0	0	\$ 468
2016	64	117,760	0	3	3	0	0	\$ 2,197
2017	64	117,760	1	5	6	2	12	\$ 1,189

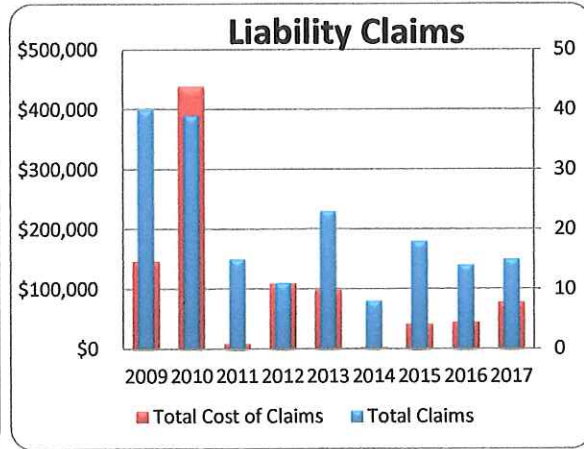
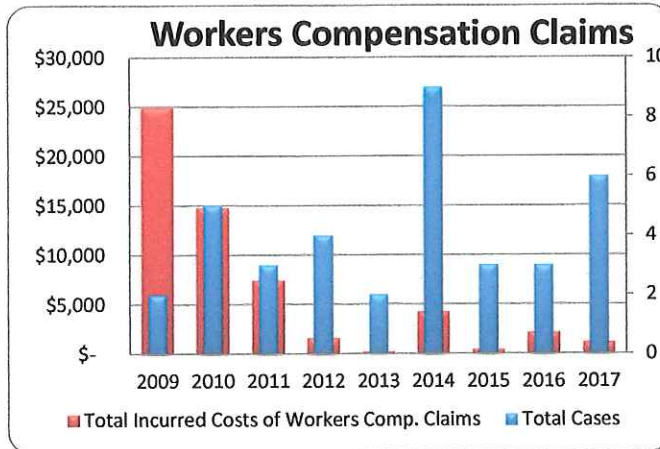
a- Number of employees x1840 (1840 hours is the average # of hours an employee works per year).

b- Cases where employees missed work due to a work-related injury.

c- Cases where injury did not stop an employee from coming to work.

d- Days away from work + days of restricted activity.

Liability Claims		
Year	Total Claims	Total Cost of Claims
2009	40	\$146,865
2010	39	\$438,457
2011	15	\$9,126
2012	11	\$109,288
2013	23	\$97,983
2014	8	\$2,967
2015	18	\$41,174
2016	14	\$44,331
2017	15	\$77,754
<b>Totals</b>	<b>204</b>	<b>\$1,324,431</b>



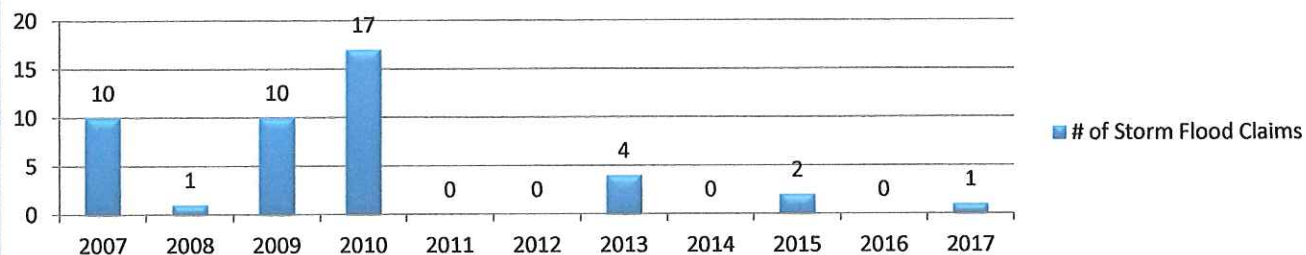
# Flood Claims



Year	# of Storm Flood Claims	Cost of Flood Claims	Average Cost of Claim
2007	10	\$79,229	\$7,923
2008	1	\$0	\$0
2009	10	\$51,154	\$5,115
2010	17	\$247,777	\$14,575
2011	0	\$0	\$0
2012	0	\$0	\$0
2013	4	\$41,317	\$10,329
2014	0	\$0	\$0
2015	2	\$26,884	\$13,442
2016	0	\$0	\$0
2017	1	\$850	\$850
<b>Totals</b>	<b>48</b>	<b>\$613,114</b>	<b>\$12,773</b>



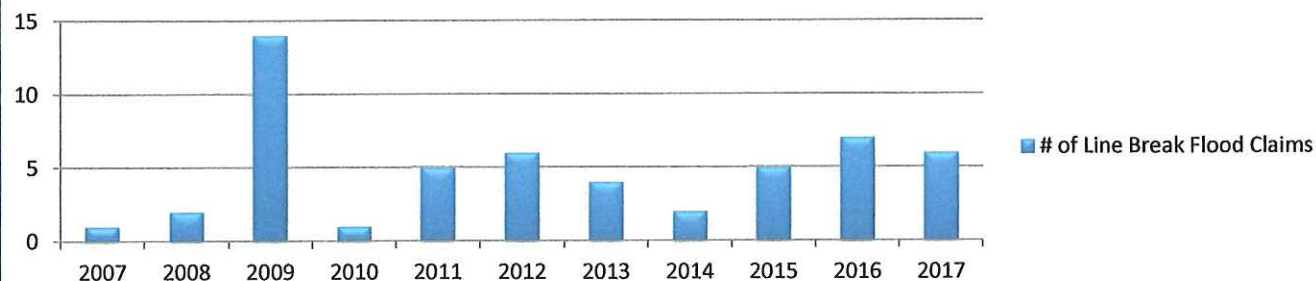
## Number of Storm Flood Claims



Year	# of Line Break Flood Claims	Cost of Flood Claims	Average Cost of Claim
2007	1	\$0	\$0
2008	2	\$13,696	\$6,848
2009	14	\$86,615	\$6,187
2010	1	\$165,395	\$165,395
2011	5	\$2,363	\$473
2012	6	\$107,290	\$17,882
2013	4	\$42,576	\$8,579
2014	2	\$2,681	\$1,341
2015	5	\$11,757	\$2,351
2016	7	\$40,810	\$5,830
2017	6	\$75,332	\$12,555
<b>Totals</b>	<b>56</b>	<b>\$551,404</b>	<b>\$19,034</b>



## Number of Water Line Break Flood Claims





## Blue Stakes Requests

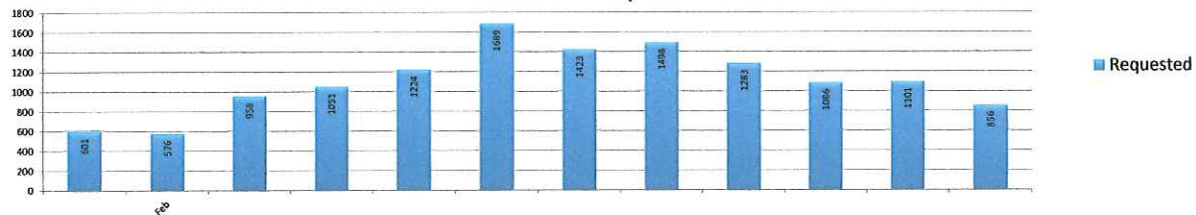


Monthly Blue Stakes Requests 2017

Days	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
	Requested	Requested	Requested	Requested	Requested	Requested	Requested	Requested	Requested	Requested	Requested	Requested
Total	612	755	1,027	1,678	1,190	1,433	1,098	999	1,142	956	695	827

12,412 Annual Requests

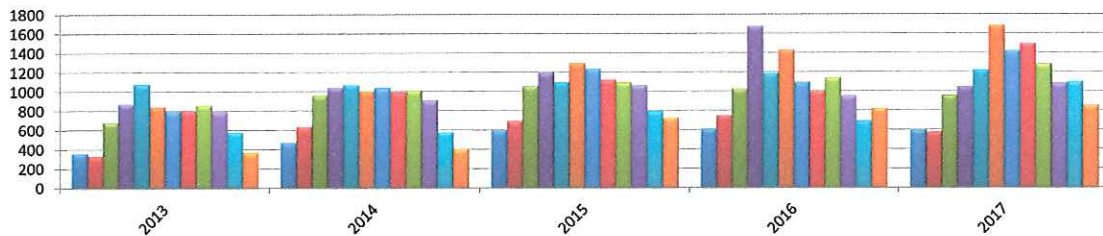
Blues Stakes Requests 2017



Blue Stakes Requests Processed Monthly

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
2013	363	335	682	873	1079	842	799	801	862	793	581	372	8,382
2014	474	636	961	1045	1071	1008	1040	994	1015	912	582	409	10,147
2015	600	693	1055	1198	1094	1292	1238	1121	1094	1065	795	727	11,972
2016	612	755	1027	1678	1190	1433	1098	999	1142	956	695	827	12,412
2017	601	576	958	1051	1224	1689	1423	1498	1283	1086	1101	856	13,346
Avg.	566	637	958	1,172	1,272	1,275	1,156	1,149	1,087	1,013	838	618	11,739

5- Year Blue Stakes Requests Summary



**CALL BEFORE YOU DIG.  
IT'S FREE &  
IT'S THE LAW.**



(TOLL-FREE)  
**1-800-662-4111**  
**208-2100**

(SALT LAKE METRO)

205 WEST 700 SOUTH, SUITE 101  
SALT LAKE CITY, UTAH 84101

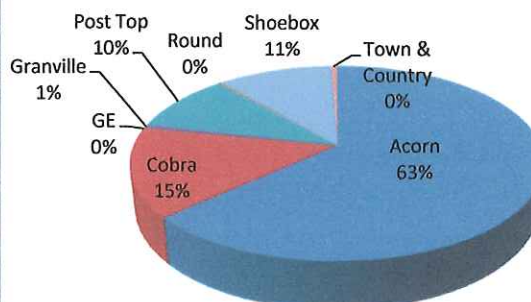


# Street Lights

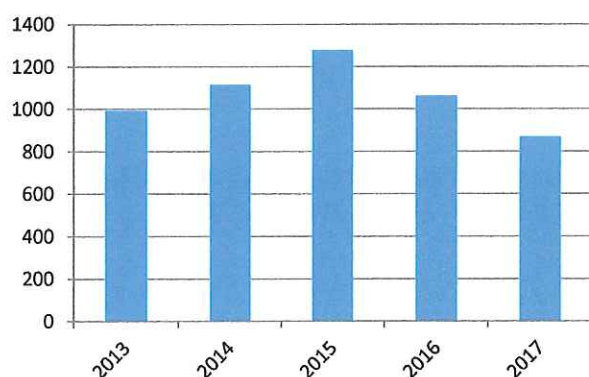


Variety	Count	% of Type
Acorn	5,143	63.29%
Cobra	1,191	14.66%
GE	8	0.10%
Granville	55	0.68%
Post Top	792	9.75%
Round	13	0.16%
Shoebox	870	10.71%
Town & Country	47	0.58%
Arlington	7	0.09%
<b>Total Count</b>	<b>8,126</b>	

## Types of Street Lights

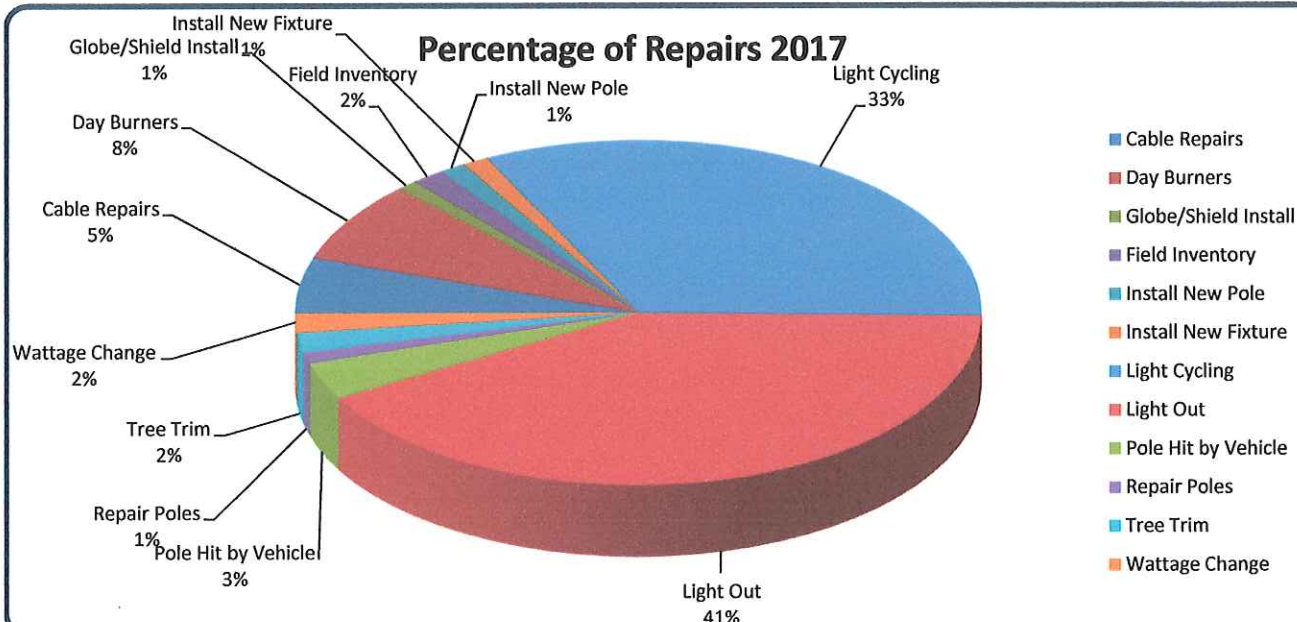


## 5-Year Total Repair Comparison



2017 Major Repairs	Count	Cost of Repairs	Average Cost per Repair
Cable Repairs	43	\$ 8,909.72	\$ 207.20
Day Burners	63	\$ 1,336.28	\$ 21.21
Globe/Shield Install	8	\$ 307.01	\$ 38.38
Field Inventory	13	\$ 2,742.52	\$ 210.96
Install New Pole	10	\$ 11,618.56	\$ 1,161.86
Install New Fixture	10	\$ 200,459.06	\$ 20,045.91
Light Cycling	271	\$ 6,240.43	\$ 23.03
Light Out	345	\$ 12,586.97	\$ 36.48
Pole Hit by Vehicle	29	\$ 36,097.40	\$ 1,244.74
Repair Poles	9	\$ 1,990.83	\$ 221.20
Tree Trim	15	\$ 1,427.48	\$ 95.17
Wattage Change	15	\$ 1,280.78	\$ 85.39
<b>Total</b>	<b>831</b>	<b>\$ 284,997.04</b>	<b>\$ 342.96</b>

## Percentage of Repairs 2017



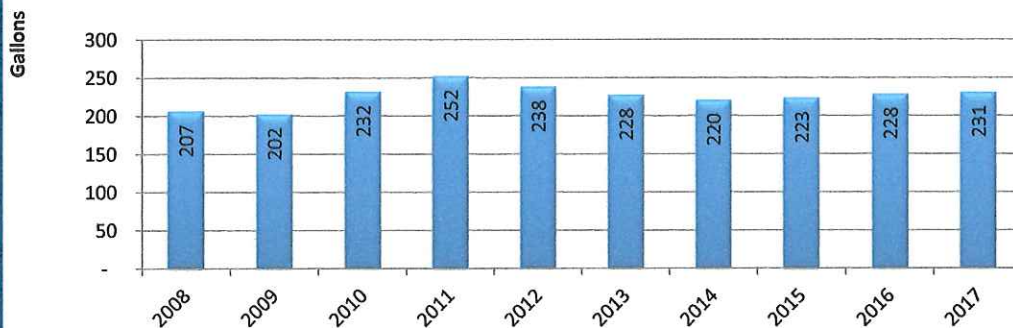


# Conservation



Gallons per Capita per Day (GCD)			
YEAR	Service Population*	System Consumption	GPCD
2003	98,525	7,999,097,040	222
2004	98,686	7,478,932,152	208
2005	99,587	8,131,937,556	224
2006	100,675	8,462,350,470	230
2007	101,414	8,953,733,778	242
2008	102,340	7,721,691,147	207
2009	93,388	6,899,569,074	202
2010	84,871	7,192,495,600	232
2011	85,217	7,852,960,000	252
2012	86,030	7,477,646,610	238
2013	86,791	7,211,673,544	228
2014	89,629	7,211,673,544	220
2015	90,642	7,393,299,410	223
2016	91,966	7,745,441,870	228
2017	92,702	7,829,867,950	231

**10-Year Summary Gallons per Capita per Day**



Service projects led by individual volunteers, eagle scouts, and church programs totaled **72** hours and included **32** volunteers.

Classes on the following topics were given:

- Landscaping with Native Plants
- Wild Plant Tales
- Trees: Maintenance & Facts
- Irrigation Systems

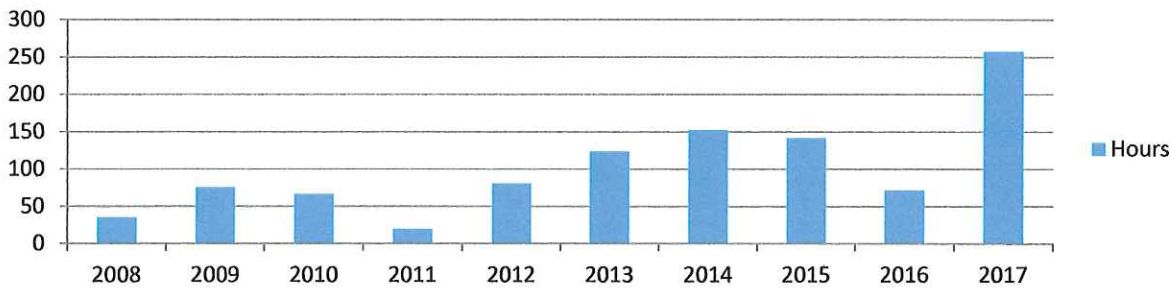


# Sego Lily Gardens Volunteers and Visitors

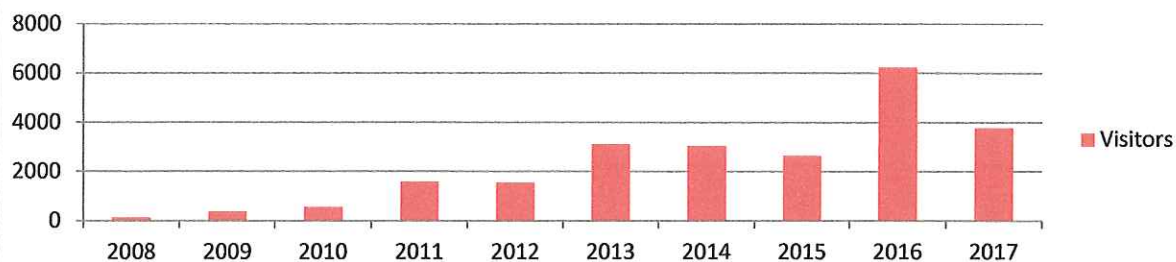


Volunteers at Sego Lily Gardens		Visitors to Garden		
Year	Hours	Group Visitors	Visitors	Date
2008	36	Montessori Community School	41	4/17/2017
2009	76	Montessori Community School	34	4/18/2017
2010	67	Montessori Community School	33	4/19/2017
2011	20	Brookwood Elementary	100	4/26/2017
2012	81	Water Week Garden Fair	342	5/6/2017
2013	124	Lee Ann Nielsen	9	5/10/2017
2014	153	Plein Air Artist Rendering Contest	45	6/10/2017
2015	142	Butterfly Release	331	8/12/2017
2016	72	Fall Garden Fair	242	9/16/2017
2017	258			
		<b>Monthly Visitors</b>		
		April	125	
		May	574	
		June	482	
		July	369	
		August	553	
		September	502	
<b>Total</b>	<b>1029</b>	<b>Total</b>	<b>3782</b>	

## Volunteer Hours



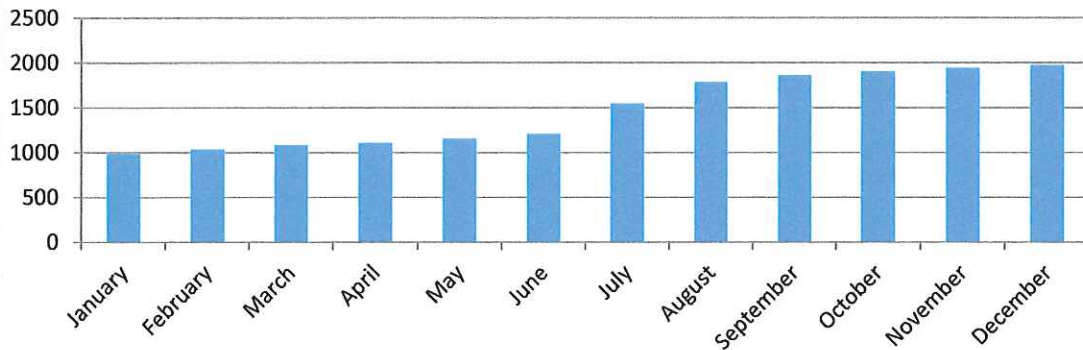
## Visitors



**Customer Notifications 2017**

	Email	Phone	Text	Total
January	115	3	31	149
February	84	2	19	105
March	115	7	21	143
April	116	4	26	146
May	439	13	134	586
June	745	31	229	1005
July	953	23	387	1363
August	916	19	329	1264
September	532	15	186	733
October	263	4	40	307
November	249	1	20	270
December	201	1	56	258
<b>Total</b>	<b>4728</b>	<b>123</b>	<b>1478</b>	<b>6329</b>

**Registered Users**



**Aggregated Notifications**

